

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2002

GRANTEE ARKANSAS

EIN: 71-6007389

ADDRESS HOME ENERGY ASSISTANCE PROGRAM

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PLEASE CHECK ONE: TRIBE \_\_\_\_\_ STATE X INSULAR AREA

Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Washington, DC 20447

August 1987, revised May 1992, February 1995, March 1996, December 1998

OMB Approval No. 0970-0075

Expiration Date: 12/31/2001

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)

Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

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FFY 2002

## Assurances

The Department of Human Services agrees to:  
(grantee name)

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of--

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that--

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2) (B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a

fiscal year and not transferred pursuant to section 2604(f) for use under another block grant; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15)\* beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

**\* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance,

including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.\* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.\*\*

Signature:

Title: GOVERNOR

Date:

**\* Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**\*\* If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

**\*\*\* HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

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statutory  
references

2605(a)

2605(b)(1) ➔ Please check which components you will operate under the LIHEAP program: (Note: You must provide information for each component designated here as requested elsewhere in this plan.)

		<u>Dates of Operation</u>
(use of funds)	<u>x</u> heating assistance	<u>10-01-01/09-30-02</u>
(1)	<u>x</u> cooling assistance	<u>08-01-01/09-30-02</u>
	<u>x</u> crisis assistance	<u>10-01-01/09-30-02</u>
	<u>x</u> weatherization assistance	<u>10-01-01/09-30-02</u>

2605(c)(1)(C) ➔ Please estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

(use of funds)	<u>53</u> % heating assistance
	<u>      </u> % cooling assistance
	<u>17</u> % crisis assistance
	<u>15</u> % weatherization assistance
	<u>      </u> % carryover to the following fiscal year
	<u>10</u> % administrative and planning costs
	<u>5</u> % services to reduce home energy needs including needs assessment (assurance 16)

\_\_\_\_\_ % used to develop and implement leveraging activities (limited to the greater of 0.08% or \$35,000 for States, the greater of 2% or \$100 for territories, tribes and tribal organizations).

100 **TOTAL**

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- (1) A cooling assistance program will be implemented only in instances where sufficient carryover funds are available and/or additional funds, i.e. emergency, are received. This type of assistance can be regular cooling and/or crisis or a combination of both.

2605(c)(1)(C) (alternate use of crisis assistance funds) ➔ The funds reserved for winter crisis assistance which have not been expended by March 15 will be reprogrammed to:

\_\_\_\_\_ heating assistance

\_\_\_\_\_ cooling assistance

\_\_\_\_\_ weatherization assistance

X Other(specify): Crisis Assistance

➔ Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes X No

2605(b)(2) ➔ What are your maximum eligibility limits?  
2605(c)(1)(A) (Please check the components to which they apply)  
**Current year guidelines must be used.**

(eligibility)

\_\_\_\_\_ 150% of the poverty guidelines:

heating \_\_\_ cooling \_\_\_ crisis \_\_\_ wx \_\_\_  
X 125% of the poverty guidelines:  
heating X cooling X crisis X wx X  
\_\_\_ 110% of the poverty guidelines:  
heating \_\_\_ cooling \_\_\_ crisis \_\_\_ wx \_\_\_  
\_\_\_ 60% of the State's median income:  
heating \_\_\_ cooling \_\_\_ crisis \_\_\_ wx \_\_\_  
Households automatically eligible if one person is  
receiving \_\_\_ TANF, \_\_\_ SSI, \_\_\_ Food Stamps,  
Certain means-tested veterans programs (heating  
\_ cooling \_\_\_ crisis \_\_\_ wx \_\_\_)

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references

X Other (specify for each component) Crisis Fan Assistance Program.  
If a Crisis Fan Assistance Program is implemented due to the receipt of additional funds, the eligibility limit would be 125% for all applicants.

2605(c) (1) (A) →Do you have additional eligibility requirements  
2605(b) (2) for: **HEATING ASSISTANCE** (1) X yes \_\_\_ no)  
(eligibility)

→Do you use: Yes No

Assets test? X \_

(1)Residency - applicants must live in Arkansas at the time they apply at the office serving their county of residence.

→Do you give priority in eligibility to:

Elderly? X

Disabled? X

Young children?

\_\_\_\_ X

Other:

X

(If yes, please describe)

- Higher maximum assets for elderly households.
- Applications are mailed to eligible Food Stamps households who contain an elderly or disabled member.

statutory  
references

2605(c)(1)(A)

2605(b)(2)

→Do you have additional eligibility requirements  
for: **COOLING ASSISTANCE** (  X   yes        no)

(eligibility)

→Do you use: Yes No

Assets test?   X  

→Do you give priority in eligibility to:

Elderly?          X  

Disabled?          X  

Young children?          X  

Other:   X    
(If yes, please describe)

- 1) Higher maximum assets for elderly households.
- 2) Residency - same as described for heating.
- 3) Medical Necessity - One or more household members with a medical condition which makes them vulnerable to health hazards from high temperatures.

This requirement must be met only for the receipt of an air conditioner when they are distributed as a result of the release of LIHEAP emergency contingency funds to assist households who may be vulnerable to extreme heat.

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references

2604(c)

2605(c) (1) (A) → Do you have additional eligibility requirements  
for: **CRISIS ASSISTANCE** ( X yes \_\_\_\_\_ no)

(eligibility)

	<u>Yes</u>	<u>No</u>
→ Do you use:		
Assets test?	<u>X</u> (1)	
Must the household have received a shut-off notice or have an empty tank?	<u>X</u>	
Must the household have exhausted regular benefit?	_____	<u>X</u>
Must the household have received a rent eviction notice?	_____	(1) <u>X</u>
Must heating/cooling be medically necessary?	_____	<u>X (2)</u>
Other (Please explain):	<u>X</u>	_____

See Attachment 11-A

(1) Not required, however, this is one way in  
which an applicant may meet the crisis  
situation requirement.

(2) Applicable only to the Crisis Fan Program.

What constitutes a crisis? (Please describe)  
A household has a crisis if its energy fuel has  
been depleted, services disconnected, notice of  
intent to disconnect received, furnace is in need  
of repair, etc.

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references

2605(c)(1)(A) → Do you have additional eligibility requirements  
for: WEATHERIZATION ( X yes \_\_\_\_\_ no)

(eligibility)

→ Do you use: Yes No

Assets test? \_\_\_\_\_ X

Priority groups? (Please list) \_\_\_\_\_ X

→ Are you using Department of  
Energy (DOE) Low Income  
Weatherization Assistance Program  
(LIWAP) rules to establish  
eligibility or to establish  
priority eligibility for households  
with certain characteristics?

\_\_\_\_\_ X

→ If yes, are there exceptions? \_\_\_\_\_ X

Please list below.

1. Residency - same as described under heating.
2. Applicant must rent or own the dwelling where they live.
3. Dwelling have not been weatherized by DOE's Weatherization Program since 09-30-82.

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references

2605(b)(3)      ➔ Please check the outreach activities that you  
2605(c)(3)(A)    conduct that are designed to assure that eligible  
                     households are made aware of all LIHEAP assistance  
                     available:  
  
(outreach)

  X   provide intake service through home visits or  
by telephone for the physically infirm (i.e.  
elderly or disabled).

  X   place posters/flyers in local and county  
social service offices, offices of aging, Social  
Security offices, VA, etc.

  X   publish articles in local newspapers or  
broadcast media announcements.

  X   include inserts in energy vendor billings to  
inform individuals of the availability of all  
types of LIHEAP assistance.

  X   make mass mailing to past recipients of  
LIHEAP.

  X   inform low income applicants of the  
availability of all types of LIHEAP assistance at  
application intake for other low-income programs.

\_\_\_\_ execute interagency agreements with other low-income program offices to perform outreach to target groups.

\_\_\_\_ other (Please specify):

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references

2605(b) (4)      ➔ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.  
(coordination) ( See Attachment 14-A)

2605(b) (5)      ➔ The statute requires that there be no difference  
2605(b) (2)      in the treatment of households eligible because of  
2605(b) (8A)      their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.

(benefit  
levels)

Catergorized eligibility is not used in the energy assistance programs.

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statutory  
references

**HEATING COMPONENT**

2605(b) (5) ➔ Please check the variables you use to determine  
your benefit levels (check all that apply):

(determination of benefits)

  X   income

  X   family (household) size

       home energy cost or need

       fuel type

       climate/region

       individual bill

       dwelling type

       energy burden

(% of income spent on home energy)

       energy need

       other (describe)

2605(b) (5) ➔ Describe how you will assure that the highest

2605(c) (1) (B) benefits go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. (benefit levels) Please describe benefit levels or attach a copy of your payment matrix.

Payment amounts are determined according to household income and household size. Higher benefits are provided to households with lower income and larger family sizes.  
\$40.00 minimum \$106.00 average \$251 maximum

➔Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?

\_\_\_\_\_ Yes   X   No If yes, please describe.

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FFY   2002  

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2605(b) (5) **COOLING COMPONENT**

2605(c) (1) (B)

➔Please check the variables you use to determine your benefit levels (check all that apply):

(benefit  
determination)

  X   income  
  X   family (household) size  
\_\_\_\_\_ home energy cost or need  
\_\_\_\_\_ fuel type  
\_\_\_\_\_ climate/region  
\_\_\_\_\_ individual bill  
\_\_\_\_\_ dwelling type  
\_\_\_\_\_ energy burden  
          (% of income spent on home energy)  
\_\_\_\_\_ energy need  
\_\_\_\_\_ other (describe)

2605(b) (5) ➔Describe how you will assure that the highest  
2605(c) (1) (B) benefits will go to households with the lowest  
(benefit incomes and the highest energy costs or needs  
levels) in relation to income, taking into account  
family size. Please describe benefit levels or  
attach a copy of your payment matrix.

\$ 40.00 - minimum  
\$ 98.00 - average  
\$ 251.00 - maximum

➔Do you provide in-kind (e.g. fans) and/or other  
forms of benefits?

\_\_\_ Yes  X  No If yes, please describe.

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FFY 2002

statutory  
references

2605 (b) (5)  
2605 (c) (1) (B)  
(benefit  
determination

**CRISIS COMPONENT**

➔How do you handle crisis situations?

X separate component \_\_\_\_ other (please  
explain)

➔If you have a separate component, how do you  
determine crisis assistance benefits?

X amount to resolve crisis, up to  
maximum

\_\_\_\_ other (please describe)

(benefit  
levels)

➔Please indicate the maximum benefit for each  
type of crisis assistance offered. (1)

heating	\$ <u>200.00</u>	maximum benefit
cooling	\$ <u>200.00</u>	maximum benefit
year-round	\$ _____	maximum benefit

(1) (See attachment 17-A)

➔Do you provide in-kind (e.g. blankets, space  
heaters, fans) and/or other forms of benefits?

X Yes \_\_\_\_ No If yes, please describe.

Fans are provided during the crisis fan program.

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statutory  
references

2605 (b) (5)

2605 (c) (1)

(B) & (D)

**WEATHERIZATION &**

**OTHER ENERGY RELATED HOME REPAIR AND IMPROVEMENTS**

➔What LIHEAP weatherization services/materials do you provide? (Check all categories that apply.)

<u>  x  </u>	Weatherization needs assessments/audits.
<u>  x  </u>	Caulking, insulation, storm windows, etc.
<u>  x  </u>	Furnace/heating system modifications/ repairs
<u>  x  </u>	Furnace replacement
<u>      </u>	Cooling efficiency
<u>      </u>	mods/repairs/replacement
<u>      </u>	Other (Please describe)

➔Do you have a maximum LIHEAP weatherization benefit/expenditure per household?   x   yes  
no

If yes, what is the maximum amount? \$ 2,500.00

➔Under what rules do you administer LIHEAP weatherization? (Check only one.)

<u>      </u>	Entirely under LIHEAP (not DOE) rules
<u>  X  </u>	Entirely under DOE LIWAP rules
<u>      </u>	Mostly under LIHEAP rules with the following DOE LIWAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply):

       Weatherize buildings if at least 66%  
of units (50% in 2- & 4-unit buildings) are  
eligible units or will become eligible within  
180 days

       Weatherize shelters temporarily  
housing primarily low income persons  
(excluding nursing homes, prisons, and  
similar institutional care facilities).  
       Other (Please describe)

       Mostly under DOE LIWAP rules, with the  
following LIHEAP rule(s) where LIHEAP and

LIWAP rules differ (Check all that apply.)  
\_\_\_\_\_ Weatherization not subject to DOE  
LIWAP maximum statewide average cost per  
dwelling unit.  
\_\_\_\_\_ Other (Please describe.)

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FFY 2002

2605(b)(6) → Have you changed local administering agencies  
from last year? \_\_\_\_\_ Yes X No  
If yes, please describe how you selected them.

(agency  
designation)

→ What components are affected by the change?

2605(c)(1)(E) → Please describe any additional steps (other than  
those described elsewhere in this plan) that will  
be taken to target assistance to households with  
high home energy burdens. **(This applies to all  
components. If all steps to target households  
with high home energy burdens are described  
elsewhere in the plan, no further information is  
required here.)**

Households will be referred for weatherization  
services if they express an interest in the  
service and are eligible.

statutory  
references

2605 (b) (7) ➔ Do you make payments directly to home energy suppliers?

(energy  
suppliers)

Heating   X   yes        no

Cooling   X   yes        no

Crisis   X   yes        no

If yes, are there exceptions?   X   yes        no  
If yes, please describe.

Payments are made to the applicant, if the household's energy supplier has been disqualified or has chosen not to participate in the program, when utility costs are included in the rent or the household uses wood as its source of heat.

2605 (b) (7) (A) ➔ If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

For heating cooling and crisis components, written notice is provided to the client listing the name of the supplier, the amount to be credited to the client's account and the date of payment.

2605 (b) (7)  
(B) & (C)

➔ How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

The following apply to the heating, cooling and crisis components:

1. A signed Home Energy Supplier Agreement between the supplier and local administering agency is required prior to making a direct payment to a supplier.

2. A sample of energy supplier are monitored to assure compliance with the agreement.

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FFY 2002

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references

2605(b)(8)(B) ➔ Is there any difference in the way owners and renters are treated? If yes, please describe.

(owners  
and  
renters)

**HEATING ASSISTANCE**

\_\_\_\_\_ yes      X   no

**COOLING ASSISTANCE**

\_\_\_\_\_ yes      X   no

**CRISIS ASSISTANCE**

\_\_\_\_\_ yes      X   no

**WEATHERIZATION**

\_\_\_\_\_ yes      X   no

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FFY 2002

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references

2605(b)(10)

➔How do you ensure good fiscal accounting and tracking of LIHEAP funds? (Please describe. Include a description of how you monitor fiscal activities.)

(Program,  
fiscal  
monitoring  
an audit

The Department of Human Services is required to follow the Department of Finance and Administration policies and procedures. The Department of Human services also adheres to federal regulations and state fiscal policies. Subgrantees requests for disbursement are evaluated weekly as to balance of cash on hand in relation to reported and planned expenditures.

➔How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

Yearly evaluation of program implementation includes on site monitoring review, sampling of applications, issuance of monitoring report and request for corrective action where necessary.

➔How is your LIHEAP program audited?

Under the Single Audit Act?  X  yes   no  
If not, please describe:

For States and Territories:

➔Is there an annual audit of local administering agencies?  X  Yes   No

If not, please explain.

statutory  
references

2605(b)(12)      ➔How did you get timely and meaningful public participation in the development of the plan?  
(Please describe)

(timely and  
a meaningful  
public  
partici-  
pation)

A legal notice is published in the statewide newspaper advising of the availability of the state plan informing the public of locations and date of public hearings to be held in separate areas of the state and providing an address for written comments.

Public service announcements will be provided to local newspaper in the areas where the hearings are held.

Comments and recommendations received in writing or verbally at the hearings and at the HEAP office will be considered in the development of the plan.

2605(a)(2)      ➔Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds?  
  X   Yes             No      When and where?  
**(Not required for Tribes and tribal organizations)**

(public  
hearings)

**Public Hearings were conducted:**

August 6, 2001 @ Little Rock, Arkansas  
August 7, 2001 @ Marianna, Arkansas  
August 9, 2001 @ Rogers, Arkansas  
August 13, 2001 @ Hope, Arkansas

statutory  
references

2605(b) (13) → Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

(fair  
hearings)

→ Denials

Applicants are informed of their rights to appeal any decision made regarding their application and/or assistance. The right to appeal the denial of the household's application is also indicated on the notice to inform the household of the action taken on its application.

See page 24-A for additional procedures.

→ Applications Not Acted On In a Timely Manner

Applicants may request a hearing regarding claims not acted upon in a timely manner unless the delay is due to lack of cooperation on the part of the applicant in providing necessary information so that eligibility can be established.

statutory  
references

2605(b) (15) **For States and Puerto Rico only** (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

(alternate  
outreach  
and intake)

**HEATING ASSISTANCE**

\_\_\_\_\_ Yes      X   No

If yes, describe alternate process for outreach and intake:

**COOLING ASSISTANCE**

\_\_\_\_\_ Yes      X   No

If yes, describe alternate process for outreach and intake:

**CRISIS ASSISTANCE**

\_\_\_\_\_ Yes      X   No

If yes, describe alternate process for outreach and intake:

GRANTEE ARKANSAS

FFY 2002

statutory  
references

2605(b) (16)

➔Do you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

  X   yes        no

If yes, please describe these activities.

In addition to those listed under references 2605 (b) (16), such activities will include but are not limited to, referrals to other coordinated services, presenting educational programs on fuel energy usage, meter readings, household budgeting, etc.

If yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

No more than 5% of the LIHEAP funds are allocated and transferred to subgrantee agencies who implement these activities. Monitoring and review of the budgeting and allocation process helps to ensure that the total amount of funds expended does not exceed 5% of the LIHEAP funds.

GRANTEE ARKANSAS

FFY 2002

statutory  
references

2607A

(leveraging)

➔ Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)\***  
Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2).  
Provide the following information for each:  
(1) Identify and described each resource/benefit;  
(2) Identify the source(s) of each resource; and  
(3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

Arkansas's leveraging activities include the following:

(1) Good Neighbor Fuel Fund is a fuel fund sponsored by Reliant Energy, Arkla Gas Company (ARKLA). Donations are received from Arkla customers and from company contributions. The benefits are distributed under the State Plan and by LIHEAP workers suing LIHEAP income criteria. They supplement LIHEAP dollars when benefits are insufficient to meet the households' needs.

(2) Project Deserve is a fuel fund sponsored by Entergy. Donations are received from Entergy customers and from company contributions. The benefits will be distributed under the State Plan, through the coordination of the State's Community Action Agencies (CAA's), Area Agency on Aging, American Red Cross and the Entergy Offices. The benefits are intergrated and coordinated with the LIHEAP program guidelines.

**(SEE ATTACHMENT 27-A)**

\*Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d) (2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

GRANTEE ARKANSAS

FFY 2002

statutory  
references

2605(b)           ➔Please describe performance goals and measures planned for the fiscal year. **(This entry is optional.)**

(performance)  
goals and  
measures

- 1) To increase participation in the program by households containing children under the age of 3 years.
- 2) To increase awareness of the program in rural areas through increased outreach activities at both the state and subgrantee agencies' level.

### ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- \* **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT)**
- \* **Debarment and suspension certification**, which must be filed by all grantees.
- \* **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here:  
          X
- \* One of the new requirements included in the 1994 reauthorization of the statute is that grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.

**All Tribes and those territories with allotments of less than \$200,000** need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060. This approval number expires June 30, 2000.

- \* Though not a part of this application, the report on funds to be carried over or available for reallotment as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallotment report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallotment Report** is covered by OMB approval number 0970-0106. This approval number expires September 30, 2001.